

EVENT MANAGEMENT PLAN

(Supplementary information to the Operating Schedule)

Version 2
29th June 2018

Latitude Festival: 13th-15th July 2018

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SECTION 1

Operating Schedule Version 8 (Submitted 31st May 2017).

SECTION 2

EVENT MANAGEMENT PLAN

Supplementary information and detail to the Operating Schedule specific to Latitude Festival.

SECTION 3

APPENDICES (FOR INFORMATION)

Throughout this Event Management Plan, reference is made to further information contained in these Appendices or in the Operating Schedule. For clarity, it is important to note that the details contained within the Appendices are for information and are not licence conditions.

LICENCE CONDITIONS

The licence conditions relating to Latitude Festival are:

- 1) The Mandatory conditions
- 2) The Operating Schedule

APPENDICES

Appendix 1	Adverse Weather Plan
Appendix 2	Alcohol Management Plan
Appendix 3	Access Management Plan
Appendix 4	Child Protection and Safeguarding Policy
Appendix 5	CT Statement of Commitment
Appendix 6	Health and Safety Policy
Appendix 7	Fire Risk Assessment
Appendix 8	Major Incident Plan
Appendix 9	Medical Management Plan
Appendix 10	Operational Management Plan
Appendix 11	Noise Management Plan
Appendix 12	Risk Assessment
Appendix 13	Sanitation and Waste Management Plan
Appendix 14	Security Placement Schedule
Appendix 14b	Security Placement Schedule – Build and Break
Appendix 14c	Security Placement Schedule – Sponsor Security
Appendix 15	Site Map
Appendix 16	Traffic Management Plan
Appendix 17	Water Safety Plan
Appendix 18	Production Schedule
Appendix 19	Tent Exit Calculations
Appendix 20	Fire Extinguisher Allocation
Appendix 21	Swimming Safety Plan

ABBREVIATIONS

CCTV	Closed Circuit Television
DBS	Disclosure and Barring Service
LPG	Liquid Petroleum Gas

INDEX		Page number
1. Summary of Festival		4
2. Public Safety	2.1 Crowd management	4
	2.2 Capacity management	5
	2.3 Evacuation and emergency access	5
	2.4 Orientation and information	5
	2.5 Campsites	6
	2.6 Medical facilities	6
	2.7 Fire Safety	7
	2.8 Pyrotechnics and special effects	8
	2.9 Trader LPG safety	8
	2.10 Structures	8
	2.11 Lighting	9
	2.12 Electrics	9
	2.13 Vehicle and plant safety	9
	2.14 Ground conditions	9
	2.15 Sanitary facilities and drinking water	10
	2.16 Traders	10
	2.17 Alcohol	10
	2.18 Funfair and other attractions	11
	2.19 Facilities for disabled ticket holders	12
	2.20 Internal checklists and inspections	12
	2.21 – 2.25 Health and Safety	12
3. The Prevention of Crime and Disorder	3.1 Police	13
	3.2 Security and stewards	13
	3.3 Left Luggage	14
	3.4 Drugs policy	14
	3.5 CCTV	14
	3.6 Searching and confiscations	15
	3.7 Eviction policy	15
	3.8 Underage drinking	15
4. The Prevention of Public Nuisance	4.1 Noise	16
	4.2 Litter	16
	4.3 Light pollution	16
	4.4 Trading Standards	16
	4.5 Fly posting	16
	4.6 Smell	16
	4.7 Liaison with local residents	16
5. The Protection of Children from Harm		16
6. Management Structure	6.1 Job descriptions and key personnel	16
	6.2 Multi agency forum (SAG)	17
	6.3 Agency inspections	17
	6.4 Police	17
7. Communications	7.1 Radio system	17
	7.2 Mobile phones	17
	7.3 Landlines	17
	7.4 Wireless networks	17
	7.5 Meetings	17
	7.6 Emergency communications	18
	7.7 Recording	18
8. Site Plan and Site Design		18
9. Traffic		18

1 SUMMARY OF FESTIVAL

Latitude Festival is a 3 day music festival with multiple stages featuring bands, DJs, comedians and cabaret performances which will take place between 13th-15th July 2018. For further information please see Operating Schedule Chapter 1.

2 PUBLIC SAFETY

2.1 CROWD MANAGEMENT

AIMS OF THE CROWD MANAGEMENT OPERATION

The public safety objectives of the crowd management operation are: -

- To maintain a safe environment for members of the public / staff / artists working at the festival.
- To ensure only authorised ticket and pass holders gain access to the relevant areas.
- To monitor crowd movements, identify and deal promptly and effectively with any identified crowd control issues.
- To take necessary action to prevent and deter unauthorised fires.

SECURITY AND STEWARDING COMPANIES

We will contract a number of security companies and stewarding companies. It is our intention that these companies are:

NAME	ROLE / AREA
AP Security	Arena, stages, pit security
AP Security	Guest area, guest camping security
Carefirst Security	Arena entrance security
AP Security	Campsites security
AP Security	Campsite gates, perimeter
Pathway Risk Management	Behaviour Detection Officers
Templar Cross Security	Bar security
Inquest Canine Detection & Sec.	Security dogs
Hotbox	Fire tower stewards
Oxfam	Arena stewards
Hotbox	Campsite stewards
Gainsborough	Sponsors

DEPLOYMENTS

The areas and numbers of deployments are detailed in the Security Placement Schedule (Appendices 14a, 4b and 14c). It should be noted that the placements and numbers need some ability to be fluid to be able to react appropriately to unexpected crowd behaviour.

CO-ORDINATION OF SECURITY AND STEWARDING COMPANIES

The companies above will be co-ordinated by the Security Co-ordinator based in Event Control. It is our intention that Event Control will contain the following contractors / staff:

- Security Co-ordinator / Deputy / Communications operator
- Security contractor control desks
- Stewarding contractor control desks
- Fire control
- Medical control
- CCTV and operators
- Festival Director / Silver – emergency situations

This will facilitate close and continued liaison between all the key personnel and contractors leading to a rapid co-ordination of response and redeployments, flexibility, management and supervision being maintained throughout the festival.

CROWD SWAY/SURGES

Our Security placements, CCTV and pit spotters together with the stage barrier set up mean that we have made all reasonable endeavours to ensure that the crowd are carefully monitored and managed in all instances including any crowd sways or surges. Please see Risk Assessment (Appendix 12).

CROWD MOVEMENTS/EGRESS

Our security placements, CCTV and egress spotters together with the site layout mean that we have made all reasonable endeavours to ensure that crowd movements / egress are carefully monitored and managed. There will be CCTV installed at the arena entrance to enable monitoring of crowd flows. Please see Risk Assessment (Appendix 12).

2.2 CAPACITY MANAGEMENT

ACCESS MANAGEMENT PLAN

Please see Access Management Plan (Appendix 3).

ENTRY AND EXIT OF THE AUDIENCE / ACCESS CONTROL

The entire arena will be perimeter fenced with 'heras' fencing to ensure the number of persons entering the arena does not exceed the licensed capacity. The entire campsites will be perimeter fenced to ensure that the number of persons entering the campsites does not exceed the licensed capacity.

2.3 EVACUATION AND EMERGENCY ACCESS

EVACUATION PLANNING

Please see Major Incident Plan (Appendix 8).

EVACUATION REHEARSAL / TABLE TOP EXERCISE

The Table Top exercise took place on Thursday 28th June 2018.

MAP OF EMERGENCY ACCESS

The site map illustrates emergency routes around the site. The map is available on request.

EMERGENCY EXITS

Please see Fire Risk Assessment (Appendix 7).

2.4 ORIENTATION AND INFORMATION

All access and egress routes, sanitary accommodation, drinking water, first aid points, campsites and car parks will be adequately and conspicuously signposted. Signs will be clear, visible and adequately illuminated at night and safety signs will conform to legislative requirements. All emergency exit gates will be provided with relevant gate numbers identifiable from both inside and outside the arena and these will correspond with the site plan.

Large scale maps will be provided at strategic locations onsite to aid orientation. A map will also be published on the official website.

The campsites and car parks will be identifiable by coloured zones and names. These colours will be reflected in the signage, the festoon lighting and bunting, if used. Zone Managers, security, stewards and campsite assistant teams (CATs) will be available to help with orientation.

WELFARE TENT

The Welfare Tent will be located in the Village Area and will be staffed by Chill Welfare. It will be open 24 hours throughout the event to deal with people who find themselves in difficulties not dealt with by other specialist services.

INFORMATION POINT

The Information Point will be situated in the Village Area and staffed by Paul Gaffer. Festival personnel to provide information to persons attending the event.

2.5 CAMPSITES

CAMPSITE OPENING AND CLOSING TIMES

The campsites are advertised as opening at 14:00hrs on Thursday 12th July 2018 and closing at 13:00hrs on Monday 16th July 2018. It is our intention to allow very early arrivals into the campsites as early as possible in order to ensure that they have access to the welfare facilities onsite. We will aim to move people offsite out of the campsites by 13:00hrs on Monday 16th July 2018.

CAMPSITE DESIGN

The campsites are incorporated into the site plan with consideration given to vehicle access, segregation of vehicles from campsites and site topography. There are clearly defined car parks adjacent to the campsites. Ticket holder's vehicles are not allowed onto the campsites other than in the separate camping area for live-in vehicles (campervans etc.) or in some special cases in the disabled campsite.

INFORMATION, ORGANISATION AND SUPERVISION

Detailed information regarding camping terms and conditions are included on the tickets and on the website.

CONTINGENCY PLANNING

There will be a crash facility within the Welfare Tent will have sleeping bags, roll mats and space blankets for a reasonable number of ticket holders who find themselves without accommodation.

2.6 MEDICAL FACILITIES

MEDICAL MANAGEMENT PLAN

Please see Medical Management Plan (Appendix 9).

MEDICAL PROVISION

It is our intention that all onsite medical provision will be provided by Emergency Doctors Medical Service (EDMS).

NAMED MANAGER

It is our intention that Frasier Farthing will take the role of Medical Co-ordinator to oversee the onsite provision.

BUILD-UP AND BREAKDOWN

Outside of the hours of onsite cover any incidents on site will be dealt with by the assigned First Aider, or transferred to hospital if necessary.

LOCATION

The First Aid points are carefully positioned to maximise cover for all areas of the site. It is our intention that the main Medical Tent will be located in the Village Area. There will be an additional first aid post in the Arena and roving medical patrols in the campsites during daylight hours. There will be a medical response to the campsites and car parks whenever the site is open to ticket holders.

DOCUMENTATION

A log will be kept of all actions and decisions made by the onsite medical provision. This will be held confidentially by the provider.

MEDICAL, AMBULANCE AND FIRST-AID PROVISION

Medical provision at Latitude Festival will be subject to input from the Safety Advisory Group.

LIAISON WITH WELFARE SERVICES

Pre-event liaison between the onsite medical provision and other onsite care providers will be encouraged.

2.7 FIRE SAFETY

FIRE SAFETY ADVISORS

We will appoint experienced fire safety advisors to act as our competent person(s) to conduct the Fire Risk Assessment. It is intended that our fire safety advisors will be Midland Fire Protection Services. The Fire Risk Assessment is dynamic and will be reviewed as necessary during the festival. Please see Appendix 7.

FIRE SAFETY TEAM

We will appoint a Fire Safety Team to assist with the management of fire safety. It is intended that our Fire Safety Team will be Midland Fire Protection Services. The roles and responsibility of Fire Safety Team will be as set out in the Major Incident Plan (Appendix 7) and the Fire Risk Assessment (Appendix 7).

FIRE PATROLS AND FIRE TOWERS

Please see Fire Risk Assessment (Appendix 7).

FIRE REPORTING PROCEDURE

Please see Fire Risk Assessment (Appendix 7) and Major Incident Plan (Appendix 8).

FLAMMABILITY CERTIFICATION

Fire safety details of all special effects to be used will be submitted to Suffolk Fire and Rescue Service at least 7 days prior to the festival. Fire safety details of all backdrops to be used will either be submitted to Suffolk Fire and Rescue Service prior to the start of the festival or can be checked by Suffolk Fire and Rescue Service onsite.

All floor coverings, wall coverings, curtains, drapes, fabric, artificial or dried foliage, decorations and filling materials used in furnishings supplied and used will carry flame retardancy certification to the relevant British Standards or will be inherently flame retardant. The details of all such materials will be held in the Licensing Office and will be available for inspection by Suffolk Fire and Rescue Service onsite.

FIRE BREAKS

The siting of all vehicles, generators, tents, marquees, dressing rooms etc will be arranged so as to provide fire breaks. To minimise the risk of a fire spreading from any temporary dressing room accommodation, all such rooms shall be sited at least 6m (20ft) away from the stage and from the area occupied by the ticket holders. The Fire Safety Team will check that fire breaks are adequate and maintained on an ongoing basis.

FIRE SAFETY FOR TRADERS

All traders are sent fire safety information relevant to their onsite activity and are checked when onsite by our fire safety team and gas inspectors. Please see Fire Risk Assessment (Appendix 7).

FIRE EXITS - MEANS OF ESCAPE

Please see Fire Risk Assessment (Appendix 7) and Tent Exit Calculations (Appendix 19).

Fire Exits will be provided in all structures to give access to the arena from where, if necessary, ticket holders can be marshalled to an evacuation holding point. Tent exit calculations and drawings for any new structures or tents that will be used for public assembly will be submitted to Building Control and Suffolk Fire and Rescue Service no later than 28 days prior to the festival and will be erected accordingly. Means of escape from structures will be by signed and lit exits. It is very unlikely that any staircases will be used in public areas but if they are they will conform to legislative requirements. The place of safety will be the evacuation holding point which will be designated as required.

It is very unlikely that any indoor buildings will be used but if they are, they will conform to legislative requirements. At Latitude Festival, we will be erecting a perimeter fence to enclose the arena. We will have enough emergency exit gates for the capacity of the arena according to guidance in the Fire Safety Risk Assessment Open Air Events and Venues or any subsequent guidance that replaces it. During the event all arena emergency exit gates will be unlocked and staffed by security and stewards. All exit signs will conform with legislative requirements and all emergency exit doors or gates will be clearly signed and lit where appropriate. Exit signs will be lit by both primary and emergency lighting. The emergency exits will be

checked by the fire risk assessors on an ongoing basis. Emergency lighting will be checked by the electrical contractor on a daily basis.

OCCUPANT CAPACITY

The Occupant Capacity for the Arena is well in excess of the 39,999 people able to attend (including guests). Should the Main Stage viewing area not be able to accommodate the full occupant capacity this will be discussed with the relevant agencies. Plans and drawings for new structures and tents will be collected and uploaded on the shared website.

FIRE SAFETY CAMPAIGN

We will include fire safety messages on our website.

GAS CANISTERS AND AEROSOLS

Large camping gas canisters (more than 2.7kg in gas weight) are not allowed onsite. Gas canisters and aerosols (over 250ml) are not allowed within the arena. Security will confiscate any large gas canisters (more than 2.7kg in gas weight) found at the campsite gates or inside the campsites. Security will also confiscate any gas canisters or aerosols (over 250ml) found at the arena entrances. All confiscated items will be transferred to the onsite LPG store in a non-public area.

FIRE SAFETY DURING THE LOAD IN AND LOAD OUT

A fire watch will be started as soon as any structures are built and will remain until all structures are decommissioned. Fire extinguishers will be based in all areas used for sleeping accommodation and catering whenever they are in use. Any cabins used for sleeping accommodation will have smoke alarms fitted in them throughout the time that they are used onsite and these will be regularly inspected and maintained. Any LPG that is used or stored onsite during the load in and load out will be stored or used correctly and safely. Any pyrotechnics that are delivered during the load in will be stored safely and correctly.

2.8 PYROTECHNICS AND SPECIAL EFFECTS

PYROTECHNICS AND SPECIAL EFFECTS EG CRYOGENIC FOGS / STROBE LIGHTS / LASERS / HIGH POWER (SCENIC) PROJECTORS / UV LIGHT

We do anticipate that some of these effects may be included as part of some of the acts' performances. Details will be collected in advance and reviewed by the Health and Safety team. It will be a condition of contract with the operator that they are only used in compliance with the relevant legislation. Please see Fire Risk Assessment (Appendix 7).

2.9 TRADER LPG SAFETY

Please see Fire Risk Assessment (Appendix 7).

To limit the amount of LPG brought onto site by traders we will give accreditation to an authorised LPG supplier to supply all traders as required. We will create a secure storage area for this LPG during the event in a non-public area. All trader's LPG is checked by the onsite Fire Safety Team and / or by gas safety engineers and they will prohibit the use of any unsafe equipment that they find. Pre and post event we will create a secure compound for any LPG containers found on site. We will then arrange for them to be collected from site by the appropriate organisations. All secure storage areas for LPG will be clearly marked as "no smoking areas".

Any traders who use LPG are obliged to check that the gas, the fittings and the appliances are installed, stored and operated without risk to themselves or other persons.

2.10 STRUCTURES

STAGE AND TENT DETAILS

It is our intention that the entertainment at Latitude Festival will be on a main outdoor stage, 1 Big Top tented arena with a free standing stage, and a number of clearspan tents or bespoke structures.

It is anticipated that stages will be supplied by Serious Stages www.stages.co.uk

It is anticipated that Big Tops will be supplied by: Mobile Structures Ltd (Big Tops)
www.mobilestructures.co.uk

It is planned that the stages will be as follows:

NAME OF STAGE	TYPE	SIZE
Obelisk Arena	Outdoor universal stage	
BBC Music Stage	Big top pole tent	66m x 76m
Sunrise	Big top pole tent	44m x 37.5m
The Lake Stage	Saddlespan	S6000
In The Woods	Outdoor FOH-like structure	
Comedy Arena	Big top starspan	1726sqm
Cabaret	Canvas	20m x 25m
Film and Music	Canvas	20m x 30m
Theatre	Big top pole tent	34m round
The Speakeasy	Big top starpoint	1100sqm
The Waterfront Stage	Canopy	n/a
The Alcove	Traditional 2 pole tent	40ft x 50ft

SUBMISSION OF INFORMATION

Structural calculations for the above have been uploaded onto the shared website.

BARRIERS

At Latitude Festival a variety of barriers will be used in strategic places. The front of stage barrier will be supplied by Mojo Barriers UK. Technical details have been uploaded onto the shared website. It is our intention that heavy duty crush barriers will be used to protect front of house towers, speaker stacks, marquee poles etc and that crowd channelling barriers will be used in areas such as the Arena Entrance to separate the crowd into lanes. The Arena Entrance barrier lanes will be reconfigured in time for egress.

2.11 LIGHTING

All access/exit ways leading to and from the licensed site, stairways if used, gates out onto the main highways, car parks, campsites, toilet blocks and first aid points will be illuminated by the provision of suitable lighting systems. Sufficient portable lighting equipment will be available to address any areas of inadequate lighting on the approaches to the licensed site.

LIGHTING TEST

A lighting test will be carried out in the campsites.

2.12 ELECTRICS

ELECTRICITY SUPPLY

It is our intention that on site power will be supplied by Aggreko who will work to a schedule of installation organised and monitored by the Site Manager. It is a condition of contract between caterers and us that their electrical power will be supplied and managed by our electrical contractor.

GENERATORS

Consideration will be given to the safe location and protection of generators.

2.13 VEHICLES AND PLANT SAFETY

Please see Risk Assessment (Appendix 12).

2.14 GROUND CONDITIONS

If required ground conditions can be improved with the use of woodchip or other similar materials. Trip hazards will be minimised and big top tent stakes will be covered with pipe lagging or equivalent. Zone Managers will monitor the ground conditions in their area and take any action required to minimise trip hazards. Due to the nature of the ground conditions, it will rarely be necessary to clear up any spillages (unless for example they are hazardous chemicals) but each situation will be risk assessed as it arises.

2.15 SANITARY FACILITIES AND DRINKING WATER

SANITARY FACILITIES

Please see Sanitation and Waste Management Strategy (Appendix 13).

DRINKING WATER

The location, numbers and types of drinking water points, the sources of water supply, methods of sterilisation and ongoing cleaning, sampling and monitoring are outlined in the Water Safety Plan (Appendix 17).

2.16 TRADERS

POSITION OF TRADERS

The position of catering units, bars and non-food traders are marked on the site plan. A trader map is available on request.

CO-ORDINATION OF PUBLIC FOOD TRADERS

All food traders for ticket holders will be co-ordinated by:

Street Feast (produced by London Union) / www.londonunion.com

Central Fusion / www.centrfusion.co.uk

All details for food traders will be collected and submitted on the shared website.

CREW AND ARTIST CATERING

All crew and artist catering will be provided by: Jimmy Garcia Catering / www.jimmygarciacatering.com

GUEST AREA CATERING

The guest area catering will be provided by: Central Fusion / www.centrfusion.co.uk

STAFF CATERING

The workers café will be provided by: Envision Catering / www.envisioncatering.co.uk

CONTRACTS WITH TRADERS

The Trader Pack is available on request.

SUPERMARKET

There will be a 6,000 sqft supermarket operated by Co-op. Trading from Thursday 12th July – Monday 16th July inclusive. Trading hours 7am – 3am during festival live dates. Meeting campers needs, selling a wide range of products including; water, fruit, medicine, toiletries, snacks, drinks, food, tobacco and alcohol.

2.17 ALCOHOL

The bars and alcohol supplies will be co-ordinated by:- Central Fusion / www.centrfusion.co.uk

We have entered into a written agreement regarding our alcohol policies with the Designated Premises Supervisor.

The distribution and number of bar outlets will be designed to provide a reasonable geographical distribution close enough to the stocking area to maintain access and security. The final site map will clearly show the confirmed positions of these outlets each year. The number of bars and their location onsite each year will be specified on the site map submitted for approval within the Event Management Plan.

All bar staff involved in the sale of alcohol will be trained in the strengths of drinks and will be able to give customers advice on this. They will be instructed to monitor customers for instances of drunkenness and all staff will be clearly briefed not to serve those who are drunk. Adherence with this will form part of our contractual agreements with the Designated Premises Supervisor, bar concessionaires, security, stewards and any other relevant contractors, staff or sponsors. All relevant staff and contractors will be clearly briefed by the Designated Premises Supervisor on these issues. Briefing documents and contracts will be available for inspection in the Licensing Compliance Office. All alcohol products will be clearly merchandised as alcoholic

products and therefore not easily confused with non-alcoholic products. There will be a price list displayed at each bar which will give the "alcohol by volume" levels of each drink. No alcohol will be served in glass or glass containers but can be served in PET containers. Within the arena alcohol will not be sold in glass, glass containers or cans.

There will be clear signage up to state that alcohol cannot be taken into the arena so as to discourage ticket holders from getting to the arena entrance and then drinking their supply more quickly than they normally would prior to entering the arena.

We recognise the issue of binge drinking which must be addressed effectively although we have no history of a problem with this. Retailing alcohol onsite will help minimise binge drinking as it will reduce ticket holders' desire to bring alcohol and glass onto site. When alcohol is available for sale on site ticket holders are more likely to drink in a relaxed and responsible manner thereby helping with issues of public order. Selling alcohol in this manner also provides a degree of control by the trained staff over those ticket holders consuming the alcohol which would not otherwise be so readily available. The large number of staff and the bar concessionaire's experience and training will enable the crowd to be serviced in a quick and efficient manner so that they do not have to queue for long periods of time which will therefore decrease the likelihood of "over ordering" in an attempt to avoid having to queue further.

An extensive programme of training will be organised by the bar concessionaire in management, emergency procedures, health and safety, manual handling, operating machinery and plant, first aid, cellar management, stock control and analysis, basic food hygiene, fire prevention, codes of conduct, station management, photo ID cards, crowd management, violence at work, illegal behaviour and alcohol sales. There will be an extensive programme of training for supervisors and bar managers.

Each bar will be run by a bar manager and this person under the direction of the Designated Premises Supervisor will be fully in charge of the bar tent. If the bar manager perceives that there may be a public order issue with a refusal to serve a particular individual they will isolate the situation wherever possible and deal with the matter away from the crowd beside the working compound to the rear or side of the tent. Security guards will be employed who will be based continuously in the bar area. They will help the bar staff and other security monitor potential drunkenness. There will not be any irresponsible drinks promotions such as happy hours or two for one offers.

There are no current Alcohol Designated Places Orders adjoining the site or in the vicinity of the site but if this situation should change in the future, then signage will be put up at the relevant exit points to warn ticket holders of the existence and effect of such an order.

The Welfare Tent will run an educational campaign about the problems involved with alcohol and drugs.

For further detailed information on the management of alcohol please see the Alcohol Management Plan (Appendix 2).

2.18 FUNFAIR AND OTHER ATTRACTIONS

GUIDANCE ON FUNFAIRS

It will be a condition of contract that all funfair attractions onsite are managed in accordance with relevant legislation.

DETAILS OF FUNFAIR CO-ORDINATION

The funfair rides will be overseen by the Site Manager for their placements and get out and the Event Safety Co-ordinator for their set up and operation.

The Fun Fair Rides will be co-ordinated by: Arthur Price / <http://www.greatbritishfunfair.co.uk>

TYPES OF RIDES

It has been confirmed that the rides provided will be:

LOCATION	NAME OF RIDE	NOTE
Family Campsite	Ferris Wheel	
Kids Area	Galloping Horses Carousel	
Kids Area	Helter Skelter	
Family Campsite	Swing Boats	

Copies of the relevant ADIPs certificate, insurance and risk assessments have been collected and uploaded via the shared website.

FLIGHT SIMULATORS AND COMPUTER GAMES

There are none planned.

CIRCUSES

It is planned to have mobile performing individuals at Latitude Festival, and copies of their health and safety policy, risk assessment and insurance have been collected.

2.19 FACILITIES FOR DISABLED TICKET HOLDERS

The Premises Licence Holder will arrange for special provisions for disabled persons, namely access and egress routes, car parking, sanitation facilities and viewing areas where appropriate. We will provide an adequate amount of accessible toilets. There will also be a separate camping area and car parking area for ticket holders with special needs and guests. There will be disabled viewing platforms at the main stages. Disabled ticket holders, who need to be accompanied by a carer, will be entitled to bring their carer to the Guest List Box Office on site with them where their carer will then be given free entry to the event. Access will be facilitated by providing appropriate firm standing and assistance where necessary. Information will be sent out in advance to all disabled ticket holders who request it so that they have advance notification about the various facilities on offer to them. A telephone number will be provided for disabled ticket holders to get more information. The safe evacuation of disabled ticket holders will be helped by the presence of their carer and will be covered in the Major Incident Plan, the relevant parts of which will be disseminated to all staff. There will be trained members of staff to implement the emergency egress plans with regards to disabled ticket holders.

2.20 INTERNAL CHECKLISTS AND INSPECTIONS

Please see Operating Schedule 3.2.20.

2.21 – 2.25 HEALTH AND SAFETY

We are fully committed to safe working practices and a copy of our Health and Safety Contract, Health and Safety Policy and Health and Safety Terms and Conditions are submitted via the Event Management Plan. , We will comply with all relevant health and safety legislation. The Health and Safety documents contain full details of our working practices and procedures.

All phases of the event including the load in, the event itself and the load out will be given equal status as far as health and safety is concerned. All contractors are required to sign our Health and Safety Contract and comply with our Health and Safety Terms and Conditions before their contract is considered binding. All contractors supply their own method statements and risk assessments. A contact from each key contractor will be inducted in the site rules and in the case of contractors who we have not worked with in the past their references will be checked.

Work onsite will be monitored by the Premises Licence Holder, Site Manager and Event Safety Co-ordinator and safety inspections will take place regularly. All users will be briefed via the Site Rules to conduct visual checks prior to using equipment. We will conduct an internal safety audit and review of the event and an external audit and review in conjunction with the Multi agency forum at the post event debrief each year if required. All equipment with which the public may have contact, will be maintained, stored and operated in a safe manner. Appropriate maintenance and test records will be kept and will be available for inspection.

RESPONSIBILITY FOR PUBLIC SAFETY / HEALTH AND SAFETY

The security of the licensed site and the safety of persons within it under the Licensing Act 2003 will be the responsibility of the Premises Licence Holder before during and after the event.

ACCIDENT AND INCIDENT REPORTING

The location of the accident book will be notified to all employees. All accidents and near miss incidents must be reported and it is a condition of contract with all contractors and staff that they must report any accidents and near miss incidents immediately. The Premises Licence Holder and Event Safety Co-ordinator will be notified and appropriate preventative action will be taken. All near misses and accidents will be recorded in the accident book and any serious incidents or dangerous occurrences will require a RIDDOR report. Any RIDDOR reportable accidents involving ticket holders will also be reported directly to the Health and Safety Executive's Incident Contact Centre. In the event of a serious incident or dangerous occurrence, materials and equipment will be left undisturbed, providing they do not create a hazard. The Premises Licence Holder and the Event Safety Co-ordinator will be contacted immediately and an investigation will be started. Accident statistics will be analysed on an ongoing basis and additionally after each event within the health and safety audit so that any trends are identified and that suitable corrective action is taken as necessary. The accident book will be available onsite for inspection at any time.

TRAINING OF DIRECTLY EMPLOYED STAFF

All directly employed staff will be informed of safety measures taken to control risks during work. Hazards will be identified, and where possible removed. Where it is not possible to remove the hazard, the hazard will be controlled. Safety information and associated control measures relating to any hazardous substances used will be given to employees. Safety information will be given during training and at meetings arranged in each area. Feedback on safety points will be encouraged and should be passed to the Event Safety Co-ordinator. All employees will be expected to perform their task in accordance with the information and training provided with due regard for their own health and safety and that of others affected by their tasks.

TRAINING OF CONTRACTORS AND SUB CONTRACTORS

All contractors and sub contractors will be instructed to inform their staff of safety measures taken to control risks during work. They will be instructed to identify hazards and where possible remove them. Where it is not possible to remove the hazard, the hazard must be controlled. Safety information and associated control measures relating to any hazardous substances used must be given to employees. Feedback on safety points must be encouraged and should be passed via the contractor to the Event Safety Co-ordinator. All employees of contractors and sub contractors will be expected to perform their task in accordance with the information and training provided with due regard for their own health and safety and that of others affected by their tasks

For further information, see Health and Safety Contract (available on request).

The build and break phases of Latitude Festival come under Construction (Design and Management) Regulations 2015 (CDM 2015). The festival is a notifiable project under CDM through the HSE's F10 system.

3 THE PREVENTION OF CRIME AND DISORDER

3.1 SUFFOLK CONSTABULARY

Regular meetings will be welcome with Suffolk Constabulary to facilitate liaison and co-operation during the planning, the festival itself and post event to debrief. Suffolk Constabulary will be notified at the earliest opportunity in the case of any relevant incidents.

3.2 SECURITY AND STEWARDS

SECURITY AIMS AND OBJECTIVES

The aims and objectives of the security plan in relation to crime and disorder are:-

- To prevent and deter incidents of crime.
- To provide a covert patrol to detect illegal activity.
- To deal positively and proportionately with any incidents of disorder / anti-social behaviour.
- To provide an eviction service from site.
- To ensure the security of onsite infrastructure, bars, stages etc.

SECURITY STRATEGY

The key objectives of our security strategy will be: -

- Strong liaison with Suffolk Constabulary to facilitate intelligence sharing and mutual support.
- The interaction of security staff at an early stage with ticket holders in a positive and friendly manner.
- The use of mobile response units to react quickly to reports of incidents.
- The use of covert intelligence gathering staff and behaviour detection officers to pinpoint groups of troublemakers / dealers etc.
- The eviction of persons attempting to cause problems or stirring up large groups of people to behave in an anti-social manner.
- The use of a co-ordinated approach with strong management from the Security Co-ordinator.

COUNTER TERRORISM

Please see Counter Terrorism Statement of Commitment (Appendix 5).

3.3 LEFT LUGGAGE

The Left Luggage Tent will be situated in the Village and will be operational throughout the event. The Left Luggage Tent will also act as an onsite Lost Property Service and will be provided with a mobile phone or equivalent – the number will be provided to Suffolk Constabulary no later than 7 days prior to the festival. A telephone number will be available onsite along with an email address and a postal address for lost property enquiries post show will be available and will be published on the official website and provided to Suffolk Constabulary.

The Left Luggage Tent will be situated within the Information Tent and will be operational throughout the event.

LOST PROPERTY

Lost Property numbers will be given out to all festival goers reporting lost property at the Left Luggage tent. Staff will be briefed to direct people who are missing items that they believe stolen to first check at the Left Luggage Tent that they are not lost.

3.4 DRUGS POLICY

A drugs advisory campaign has been developed.

3.5 CCTV

At the Latitude Festival CCTV will be installed at various locations across the site to give good coverage of the vast majority of public areas in the campsites and key locations in the arena. These locations will be marked on a CCTV map which is available on request. This will therefore give coverage of all of the strategic points onsite so that the majority of the licensed site is covered by CCTV cameras. The CCTV at the arena entrance will enable monitoring of crowd flows. A bank of CCTV monitors will be situated in the Event Control Tent to allow for management, security contractors and CCTV controllers to monitor situations and incidents and deploy staff appropriately and it will be taped continuously, recorded in real time and stored post festival.

All agencies are welcome inside Event Control to view the CCTV images at any time. Early dialogue and on site meetings with our CCTV contractor will take place to facilitate continuous coverage, installation of the system and 24 hour maintenance of the system throughout the event. An adequate number of operators will be on duty in Event Control at key times throughout the event and the CCTV will be continually monitored centrally by individuals specifically allocated to that task.

The CCTV company will have a contractual obligation to provide a log and hourly update to the Security Co-ordinator and Premises Licence Holder detailing any problems with any cameras or equipment or any other issues that have occurred during the previous hour.

We will have the correct registration with regards to the Data Protection Act. The footage will be kept by us for 12 months (unless subject to ongoing investigations in which case it will be kept until no longer required) and any requests to view the footage will come via the Suffolk Constabulary Police Silver Commander during the festival and via a nominated officer post festival. At its request Suffolk Constabulary will be supplied with a link to the onsite CCTV coverage and the standard of this coverage will be checked in a test prior to the

festival. The location and standard of the CCTV system and any changes to this will be notified to Suffolk Constabulary.

3.6 SEARCHING AND CONFISCATIONS

Please see Access Management Plan (Appendix 3).

3.7 EVICTION POLICY

Any person who fulfils the following criteria will leave himself or herself liable for eviction from the Festival. The decision as to the interpretation of these circumstances and eviction will be at the discretion of the security and stewarding staff under the supervision of the Security Co-ordinator.

Persons will be liable for eviction under the following circumstances:

- Entering or being onsite without a ticket or relevant pass
- Any persons who are found causing any disruptive or antisocial behaviour
- Any person who is arrested and charged by Suffolk Constabulary. Following charging Suffolk Constabulary or security personnel will escort the individual to the Eviction Tent for processing and to arrange the collection of their property prior to being escorted from site.

EVICTION PROCEDURE

All persons evicted from site will be processed via an onsite Eviction Tent, the location of which will be marked on the site plan. All persons presented for eviction by security will be interviewed by the Security Coordinator or their deputy who is independent from security contractors and all reasonable efforts will be made to ensure that their details are recorded in a database with their full personal details, a photograph (if the evictee consents), date and time and the reasons for eviction. All persons who are to be evicted will be allowed to make telephone calls in order to contact immediate members of their group and/or family using a free mobile phone service or equivalent via the Eviction Tent. Wherever possible, all persons who are to be evicted will be escorted to collect their belongings before their eviction. There will be a female welfare officer available to attend the Eviction Tent to process any female evictees. The Eviction Tent will forward information to the Welfare Tent on the names of all evictees so that their friends can receive updated information about their whereabouts. Notices will be displayed in the Eviction Tent to warn evictees that it is an offence to refuse to leave the premises when drunk and disorderly if requested by a member of the Event Control Team and that it is an offence to attempt to re-enter the site once evicted. The Security Coordinator will liaise directly with Suffolk Constabulary. All evictees will be evicted from site at Yellow Gate on the festival boundary and their wristbands will be removed to prevent them from re-entering the festival.

3.8 UNDERAGE DRINKING

PREVENTION OF UNDERAGE DRINKING

Bar staff will ask for proof of age ID whenever the customer appears to be under 18. If there is any doubt as to the age of the customer they will be refused service. The onus is on the individual to demonstrate unequivocally that they are 18 years old or over and if the individual cannot do so they will not be served. This message will be printed on the information that accompanies the tickets with regards to Latitude Festival and on the official website in advance. All matters regarding the evaluation of the identification produced will be referred to the Bar manager if required. We are aware that the system may be subject to attempted abuse by over 18s buying alcohol for those under 18. Warning signs will be used to also advise of the illegality of this practice. The Designated Premises Supervisor will be required to brief bar security staff that they should take reasonable steps to monitor the final destination of the drinks.

No bar servers will be under 18. All reasonable efforts will be made to stop and discourage underage drinking by placing spotters in the bar areas and by the Designated Premises Supervisor briefing all bar security as well as the bar staff to monitor for instances of underage drinking. In addition the Designated Premises Supervisor, security, the bar manager and other bar supervisors will also monitor the performance of the serving staff. Any underage drinkers who are found arriving or onsite with alcohol will have the alcohol confiscated by security. Test purchasing operations by Trading Standards will be welcome at any time and full co-operation will be given as required.

Plenty of soft drinks and free drinking water points will be available onsite as an alternative to alcohol.

Adherence with the above paragraphs will form part of our contractual agreements with the Designated Premises Supervisor, bar concessionaires, security, stewards and any other relevant contractors, staff or sponsors. All relevant staff and contractors will be clearly briefed by the Designated Premises Supervisor on these issues. Briefing documents and contracts will be available for inspection in the Licensing Office.

For further information, see Alcohol Management Plan (Appendix 2).

4 THE PREVENTION OF PUBLIC NUISANCE

4.1 NOISE

ACOUSTIC CONSULTANTS

Aria Acoustics / www.ariaacoustics.co.uk will prepare and implement the Noise Management Plan and oversee all aspects of sound control.

NOISE HOTLINE

The noise hotline number will be circulated to the local authority and it is our intention that it will be operational throughout the hours of regulated entertainment.

NOISE MANAGEMENT PLAN

Please see Noise Management Plan written by David Leversedge of Aria Acoustics.

4.2 LITTER

Please see Sanitation and Waste Management Plan (Appendix 3), and Operating Schedule 3.3.2.

4.3 LIGHT POLLUTION

Please see Operating Schedule 3.3.3.

4.4 TRADING STANDARDS

Full co-operation will be given at all times with Trading Standards for any investigations or inspections that they want to carry out. We actively encourage investigations against counterfeiting, illegal touting and test purchasing etc at all times and will be pleased to work with Trading Standards on these issues.

4.5 FLY POSTING

We will take all reasonable steps to ensure that there is no fly posting connected with the festival in the surrounding area or irresponsible distribution of advertising flyers or other materials such as stickers.

4.6 SMELL

Please see Operating Schedule 3.3.4.

4.7 LIAISON WITH LOCAL RESIDENTS AND LOCAL BUSINESS

Please see Operating Schedule 3.3.7.

5 THE PROTECTION OF CHILDREN FROM HARM

For the protection of children from harm please see further detailed information in Operating Schedule Chapter 5 and the Child Protection and Safeguarding Plan (Appendix 4).

6 MANAGEMENT STRUCTURE

6.1 JOB DESCRIPTIONS AND KEY PERSONNEL

Please see job descriptions, emergency contacts, staff list and management structure diagram in Operational Management Plan (Appendix 10) and Major Incident Plan (Appendix 8).

CO-ORDINATION

A running order and production schedule are produced.

6.2 MULTI AGENCY FORUM (SAG)

A portacabin will be installed close to the Event Control tent for officers of Suffolk Coastal and Waveney District Councils. Any onsite Safety Advisory Group meetings can also take place in this portacabin.

6.3 AGENCY INSPECTIONS

There will be scheduled Multi agency inspections of the site daily during the festival as required by agencies. Please see Operating Schedule 4.0.

6.4 SUFFOLK CONSTABULARY

Please see Operating Schedule 3.1.1.

7 COMMUNICATION

7.1 RADIO SYSTEM

Key staff will be issued with a festival radio, contact list and instructions for radio use. Any contractors wishing to internally issue their staff with their own set of radio communication must check that the frequencies do not clash. Staff who work in noisier areas or those required to do a lot of manual work will be issued with earpieces. Repeaters will be installed if required to facilitate a good signal.

Distribution of radios and radio channels will be available from the Radio Office. The radio system at the event will be managed by an appointed Radio staff member.

As we use many of the same contractors for all our festivals the key workers know the radio protocol that we adopt. Most business is co-ordinated through the Production Office on the production channel. All workers issued with radios will also be given a radio channel list which shows which channel everyone is on; this will enable our more experienced workers to liaise directly with each other on minor issues. Contingency radios will be available.

7.2 MOBILE PHONES

We will have a number of contingency mobile phones on standby. Mobile phone companies have been invited to put up booster masts to improve coverage during the festival.

7.3 LANDLINES

Landlines have been installed in the Licensing and Production Offices as well as Event Control. A full telephone contact list for the individual Emergency Services and key event personnel will be held, confidentially, in the event Major Incident Plan. This Plan is a confidential document held by all Safety Advisory Group members and key event personnel.

7.4 WIRELESS NETWORKS

Wireless networks or equivalent will be installed at various locations throughout the site subject to survey. If technology advances then all of the above methods of communication may be replaced by other equivalent forms or equipment, the details of which will be notified to the Multi agency forum.

7.5 MEETINGS

Multi agency forum meetings – see 6.3.

Meetings with other agencies outside of the Multi agency forum will take place as required and pertinent points from these meetings will be shared with the Multi agency forum. One of the advantages of the Multi agency forum is that all terminology becomes uniform and so there is no misunderstanding service to service with regard to the festival's structure and procedures.

7.6 EMERGENCY COMMUNICATIONS

Public information can be broadcast immediately at all tents and stages by the Stage Managers, who will take instruction from the Premises Licence Holder (Gold) or his Assistant. This could be used if required in the event of an emergency or Major Incident. Loud hailers can be used by security and stewards to give information direct to ticket holders. A Stopping the Music Plan has been submitted to the Multi agency forum. The contents of the plan will be disseminated to all relevant staff onsite. Please also see the Major Incident Plan (Appendix 8).

7.7 RECORDING

Radio transmissions on key channels will be taped.

8 SITE PLAN AND SITE DESIGN

The Site Plan is a dynamic document with Safety Advisory Group input, with the final version complete prior to the event. It is to scale and the event's capacity. Safety provisions and access /egress plans are carefully worked out prior to the event. The plan uses a grid for ease of reference and takes sight lines, topography and crowd movements into account.

9 TRAFFIC

TRAFFIC MANAGEMENT PLAN

Please see Traffic Management Plan (Appendix 16) which is drawn up in consultation with Suffolk / Norfolk Constabulary and Suffolk / Norfolk County Councils.